

# Milford Police Department



## 2011 Citizen Survey

## The Objective of a Citizen Survey

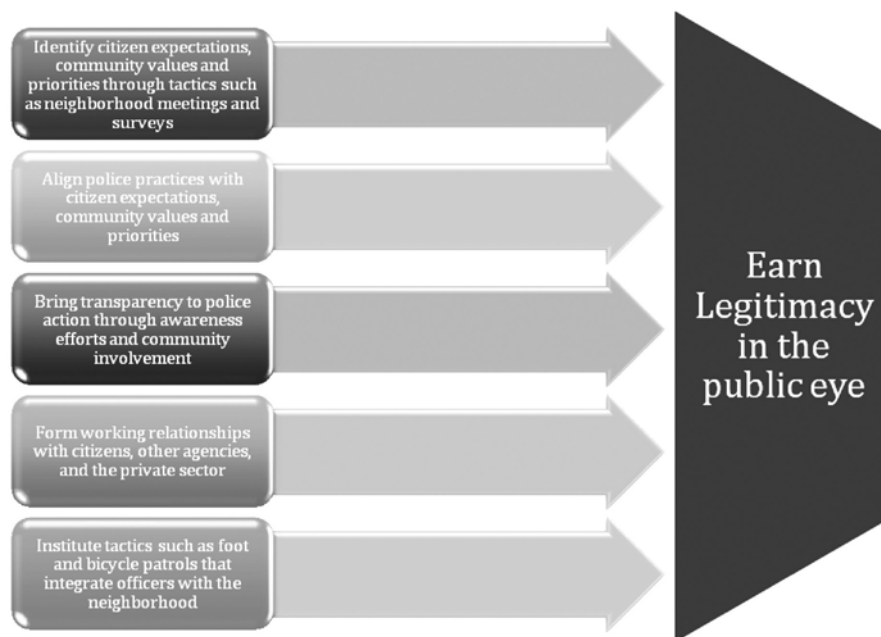
The Citizen Survey is used to identify what the community expects of its police and to ensure police accountability to the citizens of Milford, thereby maintaining positive police-community relations. Citizen surveys are one of many ways the Milford Police Department provides the community with access to their police department. Although the survey is only conducted every three years, citizens have e-mail access to the Chief of Police through the City's official website at [www.milfordohio.org](http://www.milfordohio.org). The City also maintains a social media site on Facebook (<https://www.facebook.com/#!/milfordohio>) where comments or suggestions can be posted.

In the past, the citizen survey was printed and mailed to the citizens of Milford through the City of Milford Newsletter. However, this year an on-line survey was utilized using SurveyMonkey.com. The basic version of SurveyMonkey.com is free ~ saving \$661.00 for printing. The additional expense of postage was also saved by using an on-line survey. Another advantage of using an on-line survey was that it gave non-resident contacts the opportunity to voice their opinions. This survey includes the following dimensions:

- Overall agency performance;
- Overall competence of agency employees;
- Officers attitudes and behavior toward citizens;
- Concern over safety and security within the agency's service area as a whole;
- Any and all comments and recommendations for improvement.

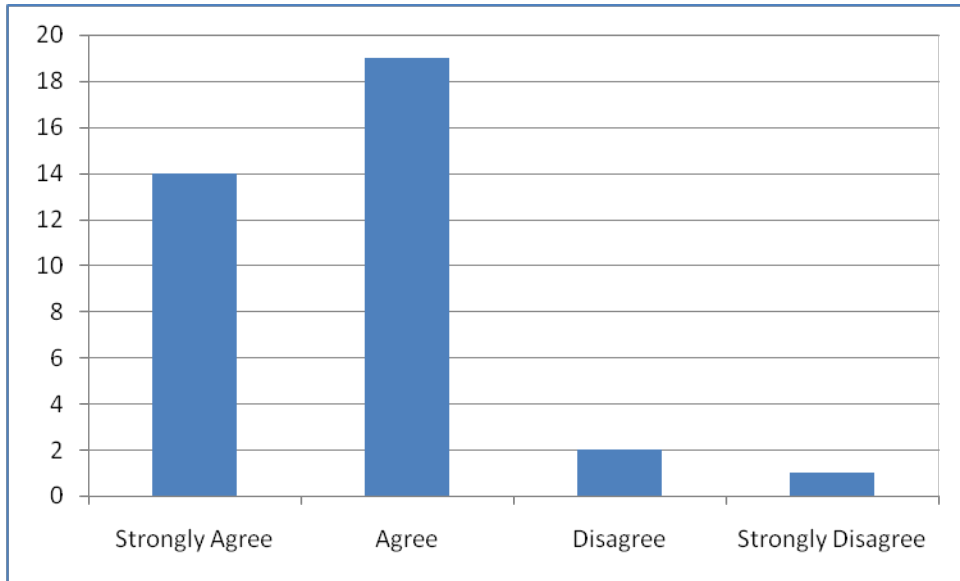
## Policing Consistent with Community Values and Priorities

The 2011 Goldwater Institute's Policy Report (*Keeping Americans Safe: Best Practices to Improve Community Policing and to Protect the Public* by George L. Kelling, Ph.D.) advocates surveys as the first step in earning legitimacy in the public's opinion.



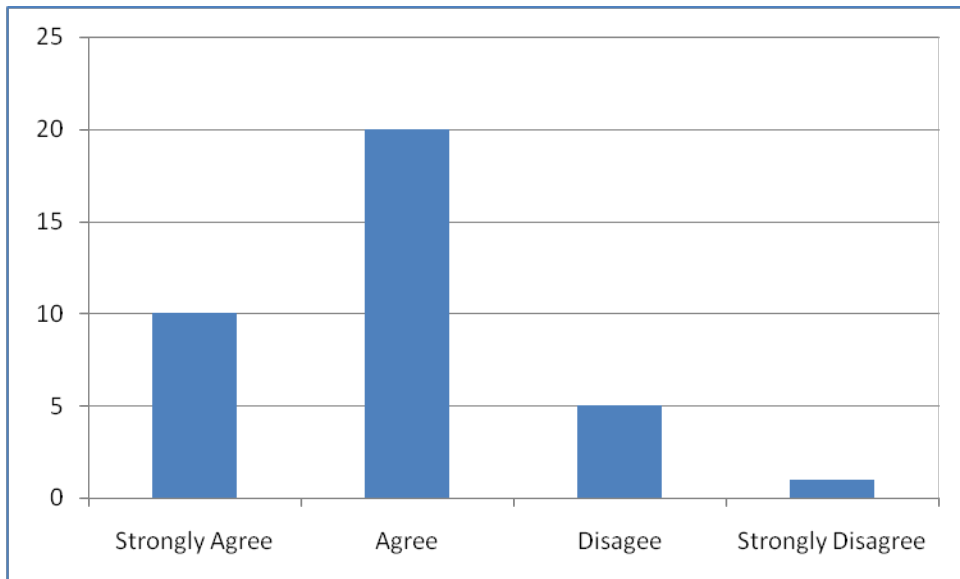
**Question #1**

The Milford Police Department and community work together to solve problems.



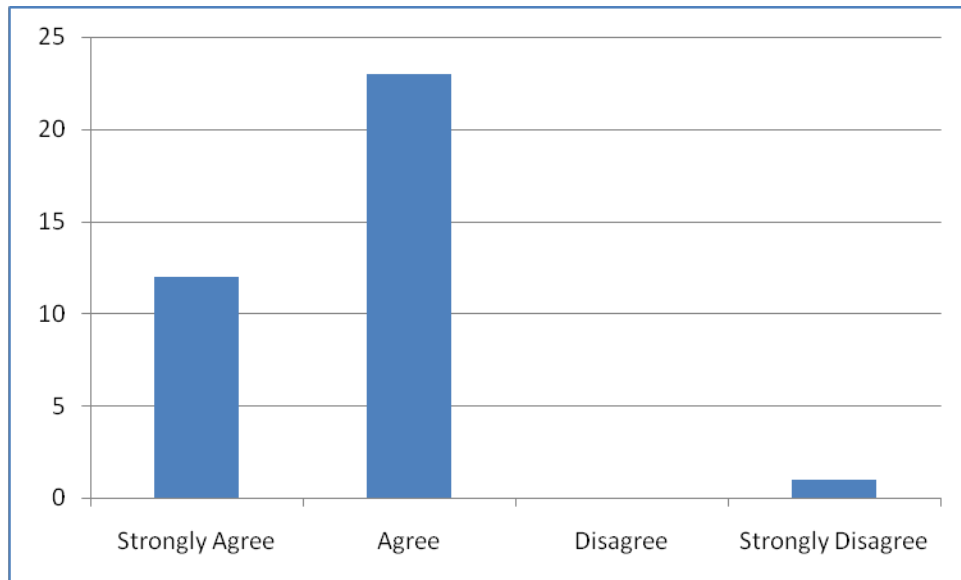
**Question #2**

The Milford Police Department is open to suggestions.



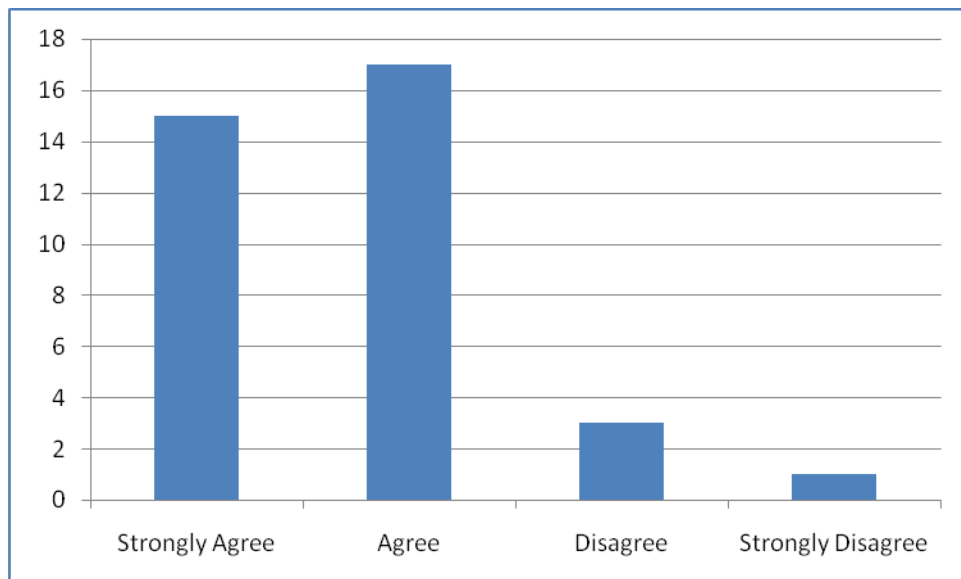
**Question # 3**

Milford Police employees are competent.



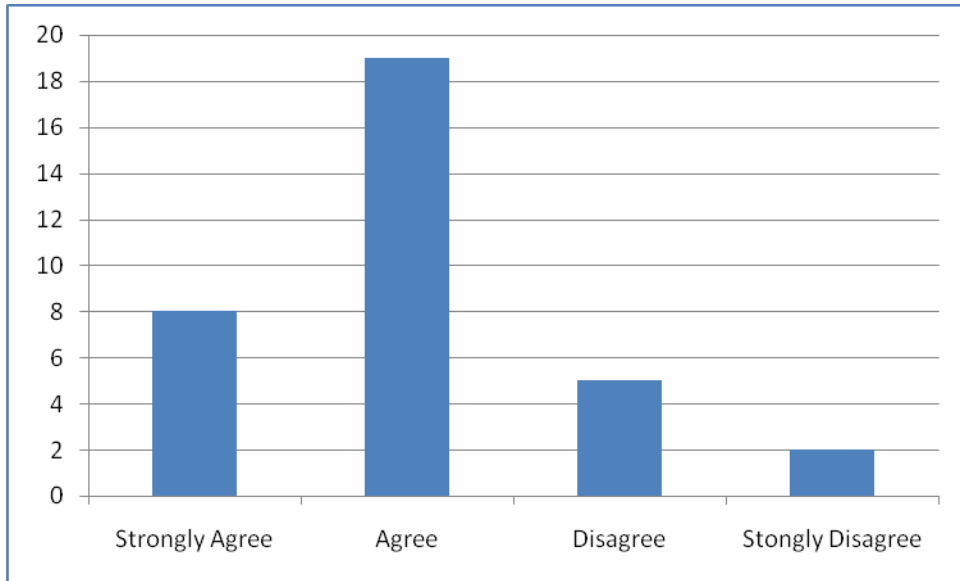
**Question #4**

Milford police officers demonstrate professional attitudes and behaviors.



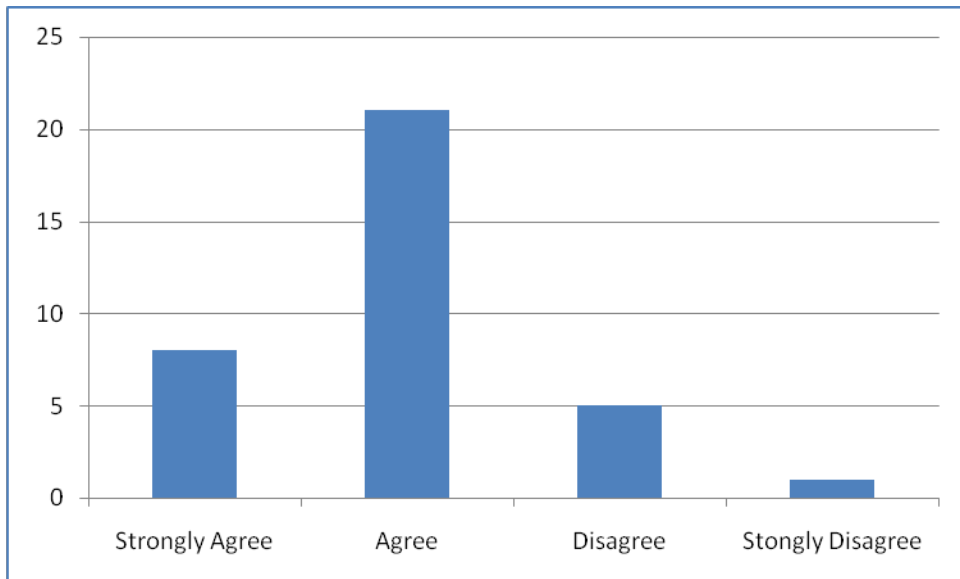
**Question #5**

The Milford Police Department shares information with the community.



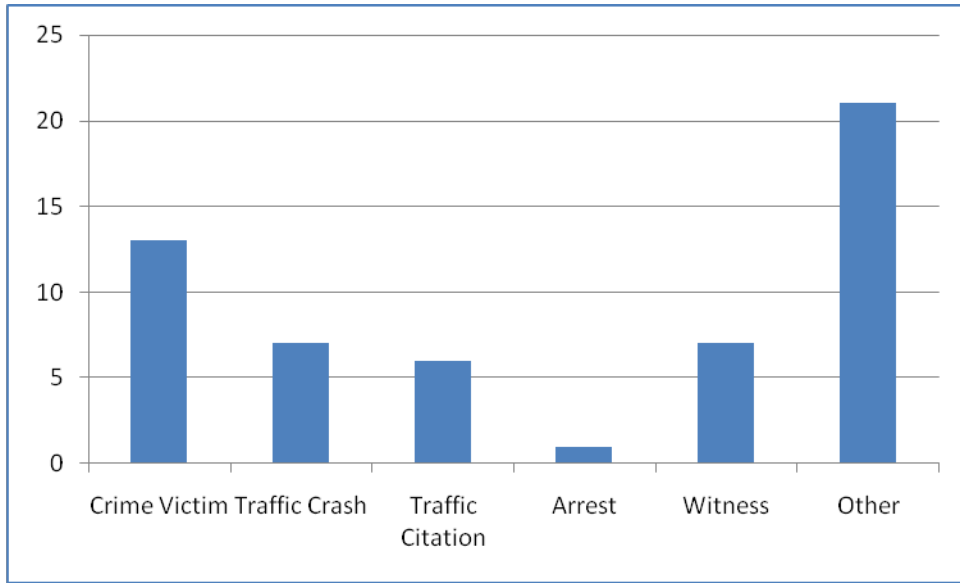
**Question #6**

There is sufficient police presence for me to feel safe in my neighborhood.



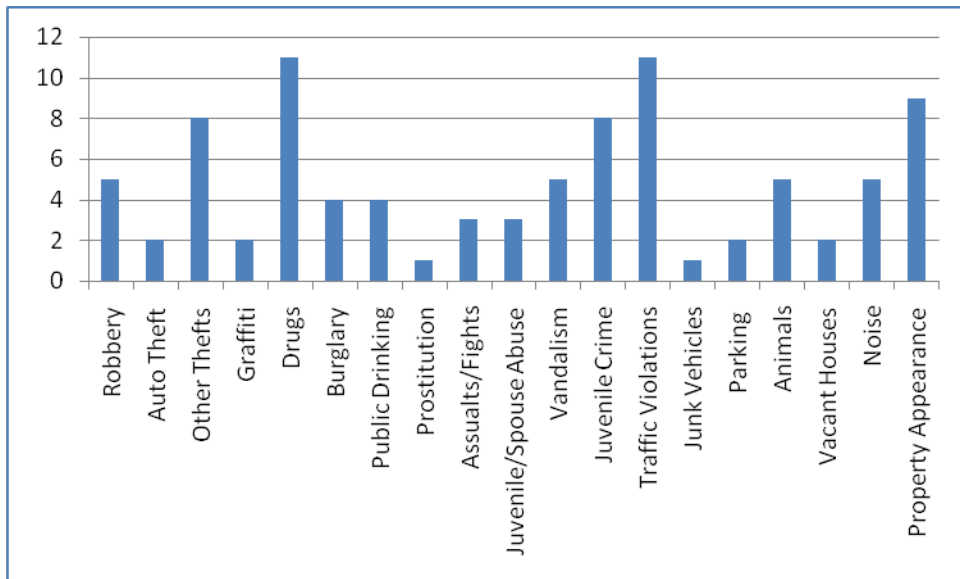
**Question #7**

Please indicate the type of contact you had with the Milford Police Department.



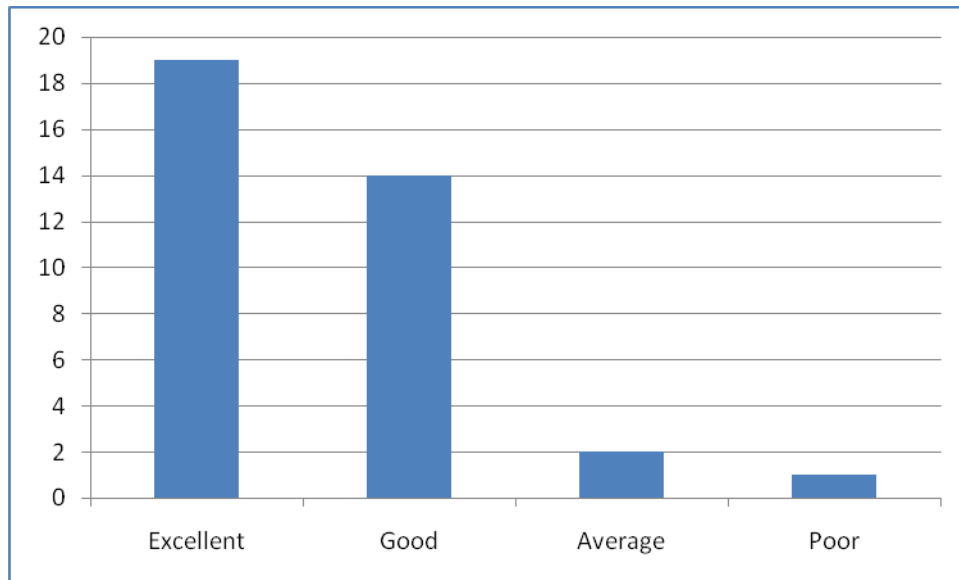
**Question #8**

Which of the following, if any, do you feel have been significant problems in your neighborhood?



### Question #9

Which of the following choices best describes your opinion of the overall performance of the Milford Police Department?



### Question #10

What recommendations or suggestions do you have to improve the level of service the Milford Police Department provides?

- “Most officers are very professional and personal. There is an officer on the department is a good officer when doing police work but needs to work on his people skills”
- “I’ve found myself the victim of a crime at a senior living center and the detective who allegedly claims to have investigated my case is completely and totally incompetent and did not even bother to contact with any follow up information.”
- “when the police do interact with citizens they should be more polite”
- “I feel the City of Milford Police Department has a very loyal and dedicated group of individuals. Since Chief Mark Machan left I have seen the moral of the PD improve and we actually have a Police Chief in place that shows up to work and works out in the community. I think steps have been taken since March that have already made it a much better.”
- “More patrols in the neighborhoods cemetery Garfield area speed limit is 25 many times on the street I see people driving 35 or so mph also there should be fines for people who don't upkeep their property it's just getting worse and worse without repercussion.”

- “Thank you for keeping any eye on all of Milford, especially Promont.”
- “Maintain stronger presence in subdivisions during the daytime when most people are at work”
- “Be honest with citizens.”
- “Interact more frequently with youth as they drive thru”
- “More diligent traffic enforcement of moving violations. Ticket 5 mph over speed limit instead of 15.”
- “Proud to call Milford home”
- More police patrol.
- I believe the MPD is excellent but need to do more to enforce traffic laws. We have way too many speeders in town.
- “Jamie Mills shouldn't ignore his lil sister Katie's pothead friends.... Other than that, the Milford Police are great.”
- “I have seen a stronger presence over the past couple months and that is a good thing!!”
- “I think that the Milford Police Department is doing a great job! I would just like to see a bit more patrolling around the neighborhood. Thanks for everything you do for the community!”
- “We are aware that milford has a low crime rate, which is one of the reasons I chose to live here. As a single mother I had to use oakbrook apts on Brooklyn as a stepping stone to move up in the community. I no longer live there, but the crime, drugs, and other illegal activity there is out of control. The lack of police presence makes this apt complex a dangerous neighborhood.”
- “Greater presence at Frontier Days perhaps? No major problems just a few people drinking too much and being rude.”
- “None”
- “Give them a Thumbs Up....”

- “All in all pleased with a few officers. Some are a bit cocky and unfriendly but glad we have what we do!”
- “Officers like “yeary” abuse their power. Him and several other officers go almost ‘if not’ far enough to be consider harrismnt, if he don’t like you, He’s on a power trip and needs to be put in check”
- “Too many stupid 25 MPH zones used as speed traps for revenue enhancement”

### **Areas for Improvement**

While the vast majority of respondents gave a favorable review of the Department on the multiple choice questions the negative comments cannot be diminished.

- The results of this survey indicate that the residents want to see a greater presence in the neighborhoods.
- There is also an indication that the interpersonal skills of some officers are a concern for some of the residents.
- Traffic enforcement and narcotics are the top two crime concerns.
- There is room for improvement when it comes to sharing information with the community.

### **Summary**

Policing clearly requires responsiveness to legitimate community and neighborhood issues. To be effective in its ultimate objectives, policing functions should be crime related but also allow for the kind of noncriminal police work that is necessary to maintain law and order. The following objectives have been identified and will be implemented:

- Increased Neighborhood Patrols – Officers will focus on patrolling neighborhoods by police vehicle, mountain bike and Segway.
- Improved Interpersonal Skills – The importance of professionalism and courtesy will be emphasized. Citizens are encouraged to report any discourteous treatment. Each complaint will be thoroughly investigated.
- Traffic Enforcement – The Department will remain committed to maintain safe roadways. We will continue to work with Clermont Safe Communities as well as the Hamilton County OVI Task Force.
- Narcotic Enforcement – The Department will investigate each narcotic complaint to the fullest extent possible, however narcotic investigations often take longer to investigate than other nuisance type crimes. The Department will coordinate efforts with the Clermont County Narcotics Unit.
- Information Sharing - Officers will be encouraged to utilize the COP Watch (Criminal Opportunity Prevention) form to inform residents of crime prevention measures that they can take. The MPD Newsletter will be posted on the City’s website.